



DEPARTMENT OF HEALTH & HUMAN SERVICES
BEHAVIORAL HEALTH DIVISION

Milwaukee County

GERI LYDAY • Interim Director
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Re: COMPASS training video

As you are aware, a significant system transformation initiative is under way to support co-occurring mental health and substance abuse services integration utilizing the Comprehensive, Continuous, Integrated System of Care (CCISC) model developed by Drs. Ken Minkoff and Christine Cline. Integrated care can be defined as appropriate treatment at the appropriate time via staged interventions through a coordinated approach using best-practice models. The Substance Abuse And Mental Health Services Administration (SAMHSA) identified CCISC as a best practice model for system design of integrated services.

Within the CCISC model, every program becomes defined as a co-occurring program meeting at least minimal standards of dual diagnosis capability, but each program has a different 'job', based first on what it is already designed to be doing, and an organized plan to routinely provide matched interventions to individuals as a fundamental element of the program design. CCISC incorporates a structured implementation process based on application of recognized management technologies of strategic planning and continuous quality improvement involving partnership between multiple layers of the system simultaneously, including system management, agency and program level, clinical practice, and clinician competency and training.

- **One of the first concrete steps for providers to take in support of this process is to perform an agency self-assessment using the Comorbidity Program Audit and Self-Survey (COMPASS-EZ) tool.** At the program level, it focuses on strategic, incremental, measurable and sustainable change toward the goal of becoming co-occurring capable and can provide a framework to prioritize quality improvement projects at the program level.
- **Enclosed you will find a training video on how to use the COMPASS-EZ tool.** The video was developed using two local providers: Transitional Living Services and Horizon House. A special THANK YOU to each of these providers for volunteering to participate in this training video. You will observe that using the tool led to a rich discussion amongst the staff about their services, and the tool provides a structure to organize around co-occurring capability.
- **The training video must be viewed first before we can release the tool to each agency, and should be viewed with your staff members who will be participating on the COMPASS-EZ.** We suggest that you identify a broad range of potential members within your agency to view this video; be it clinical, management, clerical, and administrative staff. After viewing the training video, you may want to adjust your participating members based upon your agency structure and have other staff view the video as well. You may also want to include peer specialists, consumers and/or family members familiar with your program or agency for an "outside looking in" perspective. The video is approximately 2 hours in length, so please plan accordingly. You may want to view it in different chunks if you can't set aside time to view it all at once.
- **After formulating your team and viewing the video together, please contact either Jennifer Wittwer (257-4704; Jennifer.Wittwer@milwcnty.com) or Janet Fleege (257-6925; Janet.Fleege@milwcnty.com) for the COMPASS-EZ tool.** To foster an open and honest discussion amongst your staff, we don't anticipate collecting domain scores from the tool that could be tied back to specific agencies (though we may collect information anonymously in the future). However, we will be asking agencies in the upcoming months to identify which quality improvement projects they are working on related to particular domains identified in the tool.

SEE REVERSE SIDE FOR IMPORTANT FUTURE DATES

BHD will be hosting an abbreviated “So you think you want to be a change agent?” session in August for those individuals unable to attend the first session with Ken Minkoff and Chris Cline last month. We had a fantastic turnout in June, and more people wanted to attend but couldn’t because of limited space. Those interested in learning more can still receive the change agent curriculum and a DVD of the change agent meeting with Ken and Chris in June, and of course become identified change agents.

Speaking of which, Ken and Chris will be back in Milwaukee on **Thursday, September 30** to meet with the change agent cohort and provide training. The meeting/training will last from 10:30 AM to 5 PM. Please save this date; more information will be forthcoming as the date draws near.

Also, a unique opportunity exists for providers/agencies, advocacy groups, systems, etc. to meet one-on-one at your location with either Ken or Chris on Wednesday, September 29. They can provide technical assistance on the CCISC model, quality improvement, COMPASS-EZ, clinical training, or other topics you identify related to this process. They will be available in two-hour increments, and we anticipate many requests so scheduling will be done on a first-come, first-served basis. Please contact either Jennifer or Janet via email to request a visit to your organization.